**BT**

Bringing it all together

# BT Freelance XD 5100

## User Guide

# Welcome...

## to your BT Freelance XD 5100 Digital Cordless Telephone

- 50 Name and number phonebook for storing your most frequently used numbers.

- Caller Display shows you who's calling before you answer the phone[1] and stores a list of your last 40 callers. You can also dial numbers direct from the Calls list.

- Handsfree lets you make and receive calls using the built-in handset loudspeaker so your hands are free for other tasks during a call.

- Redial up to 10 of the last numbers called.

- Choose from 10 different ringtones for internal and external calls and numbers stored in the phonebook

- Use up to 5 handsets with your BT Freelance XD 5100 base[2].

- Make internal calls and transfer external calls between handsets.

1 Requires subscription to your network's Caller Display service. A quarterly fee may be payable.

2 Requires more than one handset.

This User Guide provides you with all the information you need to get the most from your phone. Before you make your first call you will need to set up your phone.

Follow the simple instructions in 'Getting Started', over the next few pages.

**Need help?**
If you have any problems setting up or using your BT Freelance XD 5100 please contact the Helpline on 0870 605 8047 or email bt.helpdesk@suncorptech.com

Alternatively, you may find the answer in 'Help' at the back of this guide.

**IMPORTANT**
Only use the telephone line cord supplied.

**Got everything?**

• BT Freelance XD 5100 handset

• BT Freelance XD 5100 base

• 2 x AAA NiMH rechargeable batteries

• Mains power adaptor (Item code: 032763)

• Telephone line cord

**In addition, if you have purchased a BT Freelance 5100 multipack you will also have the following for each additional handset:**

• BT Freelance XD 5100 charger

• 2 x AAA NiMH rechargeable batteries

• Mains power adaptor for the charger (Item code: 035929)

# In this guide

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If you experience any problems, please call the Helpline on **0870 605 8047** or email **bt.helpdesk@suncorptech.com**

# Getting started

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**WARNING**
Do not place your BT Freelance XD 5100 in the bathroom or other humid areas.

**Handset range**
Your BT Freelance XD 5100 has a range of up to 300m outdoors when there is a clear line of sight between the base and the handset. When there is no clear line of sight between the handset and the base, e.g. the base is indoors and the handset is either indoors or outdoors, the range could be reduced to 50m. Thick stone walls will severely affect the range.

**Signal strength**
The 📶 icon on your handset display indicates when you are in range of the base. When it flashes and you hear a warning beep, you are out of range and will need to move closer to the base.

**IMPORTANT**
Do not connect the telephone line until the handset is fully charged. The base station should be plugged into the mains power socket at all times.

## Location

You need to place your BT Freelance XD 5100 base within 2 metres of a mains power socket and the telephone wall socket so that the cables will reach.

Make sure it is at least 1 metre away from other electrical appliances to avoid interference.

Your BT Freelance XD 5100 works by sending radio signals between the handset and base. The strength of the signal depends on where you position the base. Putting it as high as possible can help to provide the best signal.

## Connect the base to mains power

1. Plug the jack of the mains power adaptor into the socket marked 🔌 on the back of the base and plug the other end into the mains power wall socket and switch on. The green Power/In Use light comes on.
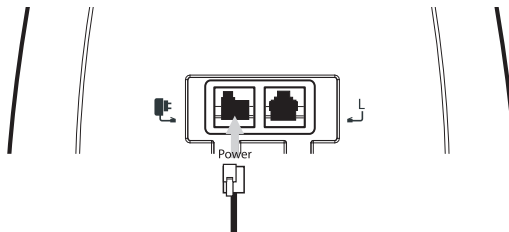
#### Preparing your handset

2. Insert the 2 x AAA rechargeable batteries supplied, taking note of the polarity markings inside the battery compartment, then slide the battery compartment shut.
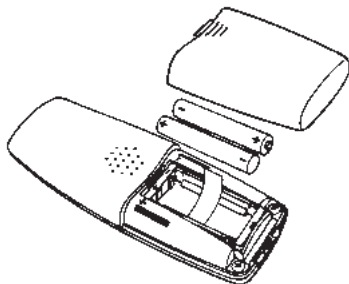


3. Place the handset on the base to charge. The red charging light comes on. You should let the batteries charge continuously for at least 24 hours. The batteries and case may become warm during charging, this is normal.

#### Connect to the telephone line

4. Plug the telephone line cord into the socket marked ⌐↵ on the back of the base and plug the other end into the telephone wall socket.

**Only use the telephone line cord supplied.**

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**Battery performance**
To keep the batteries in the best condition, leave the handset off the base for a few hours at a time.

Running the batteries right down at least once a week will help them last as long as possible.

After charging your handset for the first time, subsequent charging time for the batteries is approximately 6–8 hours.

The charge capacity of rechargeable batteries will reduce with time as they wear out, thus reducing the talk/standby time. Eventually they will need replacing. New batteries are available from the BT Freelance XD 5100 Helpline on 0870 605 8047.



Line
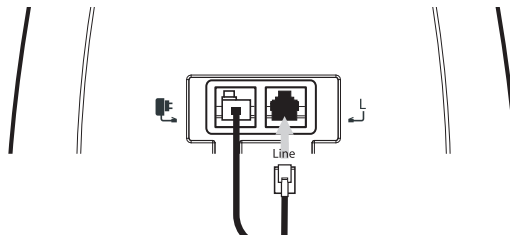
#### Setting the time on the handset

If you have subscribed to your network's Caller Display service, the time will be set automatically when you receive your first call. You can also set the time manually, see page 31.

**Your BT Freelance XD 5100 is now ready for use.**

# BT Freelance XD 5100 multipack users only:

Place each BT Freelance XD 5100 charger within reach of a mains power wall socket.

#### Connect the charger(s) and charge the handset(s)

1. Plug the mains power adaptor into the power socket on the underside of the charger and plug the other end to the mains power wall socket.

2. Insert the 2 x AAA rechargeable batteries supplied, taking note of the polarity markings inside the battery compartment, then slide the battery compartment shut.

   HSX next to the time, where X is the next available handset number, e.g. 2, 3 etc.

3. Place the handset on the charger. The red charging light comes on. You should let the batteries charge continuously for at least 24 hours.

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## Handset buttons

**Secrecy / Cancel/ Back**
During a call, mutes your voice so your caller cannot hear you, page 16.

Press to return to the previous menu.

Use to delete entries in the phonebook and calls lists.

**Redial / Pause/ Volume +**
Press to open the redial list, page 17.

Use to enter a pause in a stored number, page 42.

Press to raise the volume during a call, page 17.

**Phonebook/Exit**
Press to open the phonebook, page 20.

Press to exit the menu and return to standby from the calls and redial list.

**\* / Keypad lock**
Use to lock/unlock the keypad to prevent accidental dialling, page 19.

**R / Power On Off**
Use with switchboard services and BT Calling Features.

Press and hold to switch the handset on/off, page 15.

**In use light**
On when the line is in use.

Flashes when you have an incoming call.

**Handsfree**
Lets you make and receive calls using the built-in handset loudspeaker, page 16-17.

**Menu / OK**
Press to open the menu, page 12.

Press to select menu options.

**Talk / End call**
Press to make, receive and end calls, page 15.

**Scroll Up/Down**
Scroll up or down through menu options, calls lists and phonebook entries.

**Calls/Vol –**
Press to open and scroll through the Calls list, page 25.

Press to lower the volume during a call, page 17.

**#/Conf**
Use to make conference calls, page 24.

**Int**
Use to make internal calls and transfer calls to other BT Freelance XD 5100 handsets registered to the base, page 23-24.

If you experience any problems, please call the Helpline on **0870 605 8047** or email **bt.helpdesk@suncorptech.com**

**Handset display icons**

Battery charge level          Range indicator

Current time          Handset number
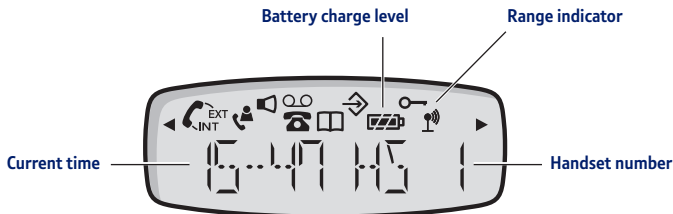
📞 Phone off-hook.

EXT Flashes when you receive an external call. Stays on during the call.

INT Internal call in progress.

📞 EXT INT 3 Way call in progress.

📶 Indicates signal strength. Flashes when handset is not registered to the base.

◈ Menu open.

📖 Phonebook open.

◀ Handsfree speaker on.

☎ New number(s) in Call list[1].

📞 Answered call (when viewing the Calls list)[1]

👤 Unanswered call (when viewing the Calls list)[1]

⚮ Keypad locked.

◀ ▶ The displayed number is longer than 12 digits.

🔋 Battery charge full.

🔋 Battery charge medium.

🔋 Battery charge low. Flashes when nearly empty.

QO Voice mail waiting.

[1] This features requires subscription to your network provider's Caller Display service. A quarterly fee may be payable.

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**Quick exit a menu**
If you want to exit a menu or cancel an operation at any time you can press and hold ☎ to return to the standby screen.

### Using the menu

All your phone's functions and settings can be accessed through the main menu. The menu map below shows all menu options you can choose from.

Press 🔽 to enter the menu. The ⇦⇨ icon is displayed.

Press ⬆ or ⬇ to scroll through the menu options.

When you reach the end of the list you will hear a confirmation beep and the first option is displayed again.

To select an option, press 🔽.

To return to the previous menu display, press ⬅.

**Menu map**

| Phonebook | Setup | Handset | Date – Time | Register |
|---|---|---|---|---|
| Add entry | Base Volume | Beep | Date set | Select base |
| Modify entry | Base Melody | Internal ringer volume | Clock set | Register base |
| Delete entry | Delete handset | External ringer volume | Alarm set | |
| | PIN code | Internal ringer melody | | |
| | Dial mode | External ringer melody | | |
| | Default | Auto answer | | |
| | | Name | | |
| | | Language | | |
| | | Key lock | | |

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**Base**
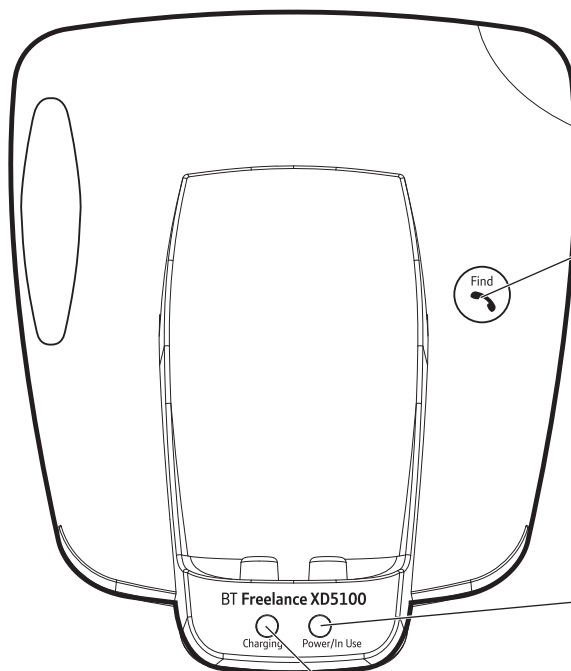


**Find (Page)**
Press to page handsets registered to the base. Can be useful to find misplaced handsets, page 19.

Used to register/de-register handsets, page 36-38.

BT **Freelance XD5100**

Charging    Power/In Use

**Power/In use light**
On when the power is plugged in and switched on.

Flashes when the handset is in use.

**Charging light**
Comes on whenever the handset is positioned correctly on the base.

If you experience any problems, please call the Helpline on **0870 605 8047** or email **bt.helpdesk@suncorptech.com**

# Using your phone

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### Switch the handset on/off

1. To switch off, press and hold **R** until the display goes off.

2. To switch the handset on, press and hold **R**.

## Making and receiving calls

### Make a call

1. Press 📞. When you hear the dial tone, dial the phone number.

### Preparatory dialling

1. Enter the phone number first. The number is shown in the display.

2. Press 📞 to dial the number.

### End a call

1. Press 📞, or place the handset back on the base/charger.

**Dialling numbers quickly**
Numbers can also be dialled direct from the phonebook (page 21), the calls list (page 26), or the redial list (page 17).

If you make a mistake as you enter the number, press 🔙 to delete a digit.

**Call timer**
After the first 15 seconds of your call, the call timer is displayed.

At the end of your call, the total duration is shown for 5 seconds.

## 16    Using your phone

**Caller Display**
If you have subscribed to your network's Caller Display service, the caller's number (or name, if an exact number match is found in the phonebook) will also be displayed, see page 25.

**Receiving calls**

1. When the phone rings, press 📞 to answer the call, or if the handset is on the base or charger, simply lift it to answer the call. If you would rather press after lifting the handset to receive a call, you will need to switch Auto-answer off, see page 29 .

## Secrecy

You can stop your caller from hearing you while you talk to someone else close by.

You cannot adjust the earpiece volume when secrecy is switched on.

1. During a call, press ✖. The handset microphone is muted and the display shows MUTE.

2. Press ✖ again to resume your call.

## Handsfree

Handsfree switches on the handset loudspeaker so you can talk to your caller without holding the handset. It also enables other people in the room listen to both sides of your conversation.

#### Make a handsfree call

1. Press 🔘. The display shows the ◻ icon. Dial the phone number. Your call can be heard over the handset's loudspeaker.

2. Press 🔘 to end the call.

#### Answer a handset call handsfree

1. When the phone rings, press 🔘.

Press 🔘 to switch between the handset earpiece and handsfree during a call.

#### Adjusting the volume

You can adjust the earpiece or loudspeaker volume.

1. During a call, press 🔘 to increase or 🔘 to decrease the volume.

## Redial

The last 10 numbers dialled are stored in the redial list.

1. Press 🔘 to open the redial list. The most recently dialled number is displayed. If the number matches an entry stored in the handset phonebook, the name is displayed.

2. Scroll 🔘 or 🔘 to the number or name you want.

3. Press 🔘 to redial the entry displayed.

Each number saved in the redial list can be up 32 digits long.

**Display the name or number**
When name is displayed, you can switch between the name and number by pressing 🔘.

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**Delete a number from the redial list**

1. Press  then scroll  or  to the entry you want.

2. Press . DELETE? is displayed, press  or  to cancel.

3. Press  to return to standby.

**Delete the entire redial list**

1. Press  to open the redial list, then press and hold .
   Display shows DELETE ALL?.

2. Press  to confirm or  to cancel.

**Copy a redial number to the phonebook**

1. Press  then scroll  or  through the list to the
   entry you want.

2. Press . The displays shows ADD. Press  again.

3. Use the keypad to enter or edit the name, then press .

4. Edit the number if necessary, then press .

5. Scroll  and  to select a ringtone and press 
   to confirm. The entry is stored.

6. Press  to return to the standby screen.

## Keypad lock

You can lock the handset keypad to prevent accidental dialling while carrying it around.

You do not need to unlock the keypad to answer a call, just press 📞 or lift the handset as normal.

1. To lock the keypad press and hold ✳ until the display shows the 🔒 icon.

2. To unlock the keypad press any button, the display shows PRESS ✳.

3. Press ✳ within 3 seconds.

## Find/Page

You can alert handset users that they are wanted or locate a missing handset. Paging calls cannot be answered by a handset.

1. Press 🔍 on the base. All handsets registered to the base will ring. To stop the ringing, press any button on a handset or press 🔍 again on the base.

# Using the phonebook

To assign a ringtone to a specific caller you must subscribe to a Caller Display Service from your network provider. For more information, see page 25.

**Entering names**
Use the keypad to enter the letters shown on each button.

For example to store TOM:

Press ❽ once to enter T.

Press ❻ three times to enter O.

Press ❻ once to enter M.

If the next letter you want to enter is on the same button, wait a moment then press the button.

Press ❌ to delete an incorrect character or digit.

To enter a space press ❶.

To enter a dash, press ❶ twice.

To enter 1, press ❶ three times.

**Display the name or number**
When NAME is displayed, you can switch between the name and number by pressing ❷.

You can store up to 50 name and number entries on each BT Freelance XD 5100 handset registered to your base.

Each name can be up to 12 characters long and each number up to 20 digits long.

You open the phonebook with the 📖 button.

### Add an entry

For each entry you store, you can select one of 10 different ringtones. For example, you can assign one ringtone to friends and family and another ringtone to other callers.

1. Press ✔. The displays shows PHONE BOOK. Press ✔.

2. The displays shows ADD ENTRY. Press ✔.

3. The displays shows NAME? Use the keypad to enter the name and press ✔.

4. The displays shows NUMBER?. Use the keypad to enter the phone number and press ✔. Enter the full number, including the area code to enable your Caller Display service to recognise the number, see 'Caller Display' page 25).

5. Press 🔼 or 🔽 to select the ringtone you want.

6. Press ✔ to confirm.

7. Display shows ADD ENTRY. Press and hold ❌ to return to the standby screen.

**Dial from the phonebook**

1. Press 📖 to open the phonebook. The 📖 icon is displayed.

2. Scroll ▲ or ▼ to the entry you want.

   Or, search alphabetically by entering the first letter of the name. The first name that starts with this letter or the nearest letter in the alphabet will be displayed. You can now refine your search by scrolling ▲ or ▼.

3. Press 📞 to dial.

**Edit an entry**

1. Press ✓. The displays shows PHONE BOOK. Press ✓ again.

2. Scroll ▼ to MODIFY ENTRY and press ✓.

3. Scroll ▲ or ▼ to the entry you want to edit, or search alphabetically and press ✓.

4. Press ✗ to delete individual characters or numbers or press and hold ✗ to delete the whole name or number entry at once, if required, then enter the new name and press ✓.

5. Press ✗ to delete the number if required, then enter the new number and press ✓.

6. If required, scroll ▲ or ▼ select a new melody then press ✓ to confirm.

7. ADD ENTRY will be displayed. Press and hold ✗ to return to the standby screen.

**Delete an entry**

1. Press ⌄. The displays shows PHONE BOOK. Press ⌄ again.

2. Scroll ⌄ to DELETE ENTRY and press ⌄.

3. Scroll ⌃ or ⌄ to the entry you want delete,
   or search alphabetically.

4. Press ⌄. Display shows CONFIRM?.

5. Press ⌄ to confirm or ✕ to cancel.

6. Press and hold ✕ to return to the standby screen.

# Internal calls

If you have more than one handset registered to your base, you can:

- make internal calls between handsets

- transfer an external call from one handset to another

- hold a conference call between two internal handsets and an external call

- make an internal call between two handsets while a third is on an external call

You can have up to 5 handsets registered to your BT Freelance XD 5100 base.

See page 36 for more information on registering and using additional handsets with your BT Freelance XD 5100  base.

### Make an internal call

1.  Press **Int** then enter the handset number (1–5) you want.

The **INT** icon is displayed to indicate an internal call.

The handset number is displayed on standby screen of each handset, eg. HS 1.

### Receive an internal call

1. The **INT** icon is displayed to indicate an internal call. Press 🔆 to answer the call.

**If the other handset user does not answer:**
You can reconnect to your external caller by pressing 🔘.

Or, if the other handset user does not answer after 30 seconds you will be automatically reconnected to your external caller.

**Transfer an external call**

You can transfer an external call to another handset registered to your base.

1. During an external call, press **Int** followed by the destination handset number. Your caller is put on hold and the other BT Freelance XD 5100 handset will ring.

   At the other handset, the user should press 🔘 to answer the internal call.

2. When the other handset user answers, you can announce the incoming call and press 🔘 to transfer the call.

**3 Way call**

You can talk simultaneously with an external caller and another internal handset user.

1. During an external call, press **Int** . Your caller is put on hold.

2. Enter the handset number you want.

3. When the handset answers, press and hold 🔘 to connect all three callers. The $\ell_{INT}^{EXT}$ icon is displayed to indicate a 3-way call.

4. If the other handset does not answer, press **Int** to return to your external caller.

5. Press 🔘 to end the call.

# Caller Display and the calls list

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## Caller Display

Caller Display shows who is calling and if the caller's number matches an entry stored in the phonebook, the name will alternate with the number.

To use Caller Display you must first subscribe to your network provider's Caller Display service. A quarterly fee may be payable. Caller Display information contains the full telephone number, including the area code. So when storing numbers in the phonebook remember to include the area code, otherwise the caller's number will not match.

## Calls list

The Calls list stores details of your last 40 calls received, including the phone number and date and time of the call.

The Calls list also alerts you to unanswered calls. When you have unanswered, or 'new calls', the ☎ icon flashes in the display.

The list is shared between all handsets registered to the base. When the Calls list is full, the most recent calls received automatically replace the oldest calls.

You open the Calls list with the 📞 button.

For this feature to work you must subscribe to a Caller Display Service. A quarterly fee may be payable.

For more information on Caller Display and BT's other Calling Features, call BT on Freefone 0800 800 150.

**Call information not available**
With some incoming calls, the telephone number of the caller is not available and cannot therefore be displayed. In this case some explanatory information will be displayed.

WITHHELD The caller has withheld their number.

UNAVAILABLE The number is unavailable.

RINGBACK Ringback call.

INT'L International call.

OPERATOR Call from operator.

PAYPHONE Call from a payphone.

## 26    Caller Display and the calls list

If the telephone number is longer then 12 digits, the ▶ icon is displayed. Press 🔲 again to see the complete number.

**View the Calls list**

1. Press 🔲 to open the Calls list. If there are no calls in the list, the display shows EMPTY.

2. Press 🔲 or 🔲 to scroll through the list. When the 📞 icon is displayed, this call was answered; when the ▲ icon is displayed, the call was unanswered. When you reach the end of the list, the handset will beep.

   If the caller's number exactly matches an entry stored in the handset phonebook, the display will alternate between the name and the number.

   Press 🔲 to see the caller's number.

   Press 🔲 again to see the time and date of the call.

   Pressing 🔲 again will give you the option to add this entry in the phonebook if it's not already stored.

**Dial a number in the Calls list**

1. Press 🔲 then scroll 🔲 or 🔲 through the list to the entry you want.

2. Press 🔲 to dial the displayed entry.

**Copy a number to the phonebook**

1. Press 🔽 then scroll 🔼 or 🔽 through the list to the entry you want.

2. Press 🔘 to scroll through the call details until the display shows ADD? Press 🔘 again.

3. Use the keypad to enter or edit the name, then press 🔘.

4. Edit the number if necessary, then press 🔘.

5. Scroll 🔼 or 🔽 to select a ringtone and press 🔘 to confirm. The entry is stored.

**Delete an entry**

1. Press 🔽 then scroll 🔼 or 🔽 through the list to the entry you want.

2. Press ❌. Display shows DELETE ?.

3. Press 🔘 to confirm or ❌ to cancel.

**Delete the entire Calls list**

1. Press 🔽.

2. Press and hold ❌. Display shows DELETE ALL?.

3. Press 🔘 to confirm or ❌ to cancel.

# Handset settings

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While the phone is ringing you can adjust the ringer volume by pressing ⌃ or ⌄.

**Handset ringer volume**

You can adjust the ring volume and set different levels for internal and external calls. Choose from 5 levels and Off.

1. Press  , scroll  to HANDSET and press  .

2. Scroll  to INT RING VOL or EXT RING VOL and press  .

3. Press  or  to select the volume (1–5 or OFF).

4. Press  to confirm or  to return to the previous menu.

**Handset ringer melody**

You can set different ringer melodies for internal and external calls. Choose from 10 different melodies.

1. Press  , scroll  to HANDSET and press  .

2. Scroll  to EXT MELODY or INT MELODY then press  .

3. Press  or  to select the ringer melody (1 to 10).

4. Press  to confirm or  to return to the previous menu.

Calls from numbers stored in the phonebook will ring using the ringer melody set when storing the entry.

**Auto answer**

Your phone is set to answer calls by lifting the handset off the base or charger. You can switch this feature off so that calls always have to be answered by pressing 🔽 .

1. Press 🔽, scroll 🔽 to HANDSET and press 🔽.

2. Scroll 🔽 to AUTO ANSWER and press 🔽.

3. Press 🔼 or 🔽 to select ON or OFF and press 🔽 to confirm.

**Handset name**

You can give your handset a name according to use, eg. Michael or Kitchen.

1. Press 🔽, scroll 🔽 to HANDSET and press 🔽.

2. Scroll 🔽 to NAME and press 🔽.

3. Enter the new handset name and press 🔽. The handset name will only be displayed for approximately 5 seconds.

If you make a mistake press 🔙 to delete an incorrect character or digit.

## 30   Handset settings

English, French, German, Italian, Spanish, Danish, Swedish, Slovak, Dutch, Portuguese, Norwegian, Russian, Greek, Hungarian, Polish, Czech, Finnish.

**Handset language**

You can choose the display language. There are 17 languages to choose from.

1. Press <img_ref>, scroll <img_ref> to HANDSET and press <img_ref>.

2. Scroll <img_ref> to LANGUAGE and press <img_ref>.

3. Scroll <img_ref> or <img_ref> to select your preferred language and press <img_ref> to confirm.

See also 'Keypad lock' on page 19 for a quick lock/unlock setting.

**Keypad lock via the menu**

You can use the menu to lock the keypad.

1. Press <img_ref>, scroll <img_ref> to HANDSET and press <img_ref>.

2. Scroll <img_ref> to KEY LOCK? and press <img_ref> to confirm. The display shows the ⚏ icon.

To unlock the keypad, press any button on the keypad, then press ✱ within 3 seconds.

## Handset beeps

Your handset is set to beep: when a button is pressed, when the batteries are low or when the handset is out of range of the base. You can turn these beeps on or off as required.

### Switch beeps on/off

1. Press 😀, scroll 😀 to HANDSET and press 😀.

2. Press 😀 to select BEEP.

3. Scroll 😀 to KEYTONE, LOW BATTERY or OUT OF RANGE and press 😀.

4. Press 😀 or 😀 to select ON or OFF and press 😀 to confirm.

## Date and time

### Set the date

1. Press 😀, scroll 😀 to DATE TIME and press 😀.

2. DATE SET is highlighted. Press 😀.

3. Use the keypad to enter the date in the format (DD.MM), e.g. 12-08 for 12th August.

4. Press 😀 to confirm.

If you have subscribed to your network's Caller Display service, the time will be set automatically when you receive your first call. You can also set the time manually.

**Set the clock**

1. Press 🔘, scroll 🔘 to DATE-TIME and press 🔘.

2. Scroll 🔘 to CLOCK SET and press 🔘.

3. Use the keypad to enter the time in the 24 hour format,
   e.g. 5.30pm = 17.30.

4. Press 🔘 to confirm.


**Set the alarm**

You can set your handset to give you an alarm call.

1. Press 🔘, scroll 🔘 to DATE-TIME and press 🔘.

2. Scroll 🔘 to ALARM SET and press 🔘.

3. If required, press 🔘 or 🔘 to select ON then press 🔘.

4. Use the keypad to enter the time in the 24 hour format,
   e.g. 8.30am = 08.30.

5. Press 🔘 to confirm.

# Base settings

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### Base ringer volume

You can choose from 5 volume levels and Off.

1. Press 🔘, scroll 🔘 to SETUP and press 🔘.

2. Press 🔘 to select BASE VOLUME.

3. Press 🔘 or 🔘 to select the volume (1–5 or OFF).

4. Press 🔘 to confirm or 🔘 to return to the previous menu.

### Base ringer melody

Choose from 5 different base ringer melodies.

1. Press 🔘, scroll 🔘 to SETUP and press 🔘.

2. Scroll 🔘 to BASE MELODY and press 🔘.

3. Press 🔘 or 🔘 to select the ringer melody (1 to 5).

4. Press 🔘 to confirm or 🔘 to return to the previous menu.

## 34    Base settings

**IMPORTANT**
If you change the base PIN, make sure you keep a record of the new number on page 39.

### Change PIN code

Some functions are protected by a 4 digit PIN code which must be entered if you want to change the settings. The default PIN is 0000.

1. Press  , scroll   to SETUP and press  .

2. Scroll   to PIN CODE and press  .

3. Enter the current 4 digit PIN code (default: 0000) and press  .

4. Enter your new 4-digit PIN and press  .

5. Re-enter the new PIN again and press   to confirm.
   To cancel at any time, press and hold the   button.

### Dial mode

Your BT Freelance XD 5100 is set to Tone dialling. In the UK, you should only need to change this if connected to an older type of switchboard/PBX which requires Pulse dialling.

1. Press  , scroll   to SETUP and press  .

2. Scroll   to DIAL MODE and press  .

3. Press   or   to select TONE or PULSE and press  .

4. Press and hold   to return to the standby screen.

If you experience any problems, please call the Helpline on **0870 605 8047** or email **bt.helpdesk@suncorptech.com**

### Reset

You can reset your phone to its default settings.

1. Press ![Menu], scroll ![Calls] to SETUP and press ![Menu].

2. Scroll ![Calls] to DEFAULT and press ![Menu].

3. Enter the 4 digit PIN code (default: 0000) and press ![Menu].

4. Press ![Menu] to confirm or ![Secrecy] to return to the previous menu.

The handset will switch itself off and back on again.
The settings for all handsets will be reset to their defaults.

### Default settings

Low battery beeps . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . ON
Out of range warning beeps . . . . . . . . . . . . . . . . . . . . . . . . . OFF
Key beep . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . ON
Auto answer . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . ON
Internal melody . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . 1
Internal volume . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . 3
External melody . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . 1
External volume . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . 3
Ear volume . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . 3
Language . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . English
Phonebook . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . Empty
Call log list . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . Empty
Redial list . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . Empty
Pin code . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . 0000
Dial mode . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . Tone
Keypad lock . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . OFF
Clock . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . 00:00
Alarm . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . OFF

**WARNING**
Resetting your phone to its default settings will delete any entries in the Phonebook, Redial and Calls list and will reset the clock and alarm settings.

# 36

# Additional handsets and bases

Up to 5 handsets can be registered and operated from the BT Freelance XD 5100 base.

Each handset can be registered with up to four bases.

If you buy new handsets to use with your BT Freelance XD 5100 they will have to be registered to the base before you can use them.

### Register a new BT Freelance XD 5100 handset to your BT Freelance XD 5100 base

1. At the base: Press and hold 🔘 for 6 seconds until you hear two beeps. You now have 90 seconds to register the handset.

2. At the handset: press ✅, scroll 🔽 to REGISTER and press ✅.

3. Scroll 🔽 to REG BASE and press ✅.

4. Enter the base number (1–4). The numbers flashing are already in use.

5. Press ✅. When the handset finds the base signal, the base identification number is displayed.

   If the base is not found after a few seconds, the handset returns to standby. Try registering again.

6. The display will ask for the PIN. Enter the PIN (default setting: 0000). You will hear a beep. The handset is now registered.

**Please note**
Handsets that were supplied with your BT Freelance XD 5100 base are already registered to it as HS-1, HS-2 etc. Each additional handset you buy MUST be registered with the base.

**IMPORTANT**
Before registration, make sure the handset batteries are fully charged and that you are close to the base.

**Naming additional handsets**
Once you have registered additional handsets you may wish to give them a different name,

**IMPORTANT**
DECT GAP Profile only guarantees that basic calling-functions will work correctly between different makes/types of handset and base. There's a possibility that certain services such as Caller Display will not work correctly.

When a handset is registered to a base, it is automatically assigned a number which is displayed on the handset and must be used for internal calls.

If registration does not work:

• Try again selecting a different base number.

• Make sure there is no other electrical equipment very close by that may interfere with the registration signal.

**Register a different manufacturer's handset to your BT Freelance XD 5100 base.**

1. At the base: Press and hold 🔘 for 6 seconds until you hear a beep. You now have 90 seconds to register the handset.

2. At the handset: Follow the registration instructions given in your handset's user guide.

**Selecting a base**

When your handset is registered to more than one base, for example, one at work and one at home, you can select the base you want it connected to.

If you select AUTO, your handset will automatically search for and connect with the base with the strongest signal.

#### 38    Additional handsets and bases

1. Press 🔘, scroll 🔘 to REGISTER and press 🔘.

2. Press 🔘 to choose SELECT BASE.

3. Scroll 🔘 or 🔘 to display the base you want or AUTO.

   The currently selected base number flashes.

4. Press 🔘 to confirm or 🔘 to cancel.

#### De-register a handset

You can use one handset to de-register another handset.
You cannot de-register the handset you are using.

1. Press 🔘, scroll 🔘 to SETUP and press 🔘.

2. Scroll 🔘 to DEL HANDSET and press 🔘.

3. Enter the PIN code (default setting: 0000) and press 🔘 or
   press and hold 🔘 to return to standby.

4. Enter the number of the handset to be de-registered
   (this cannot be the number of the handset being used).
   A confirmation beep will sound and the display will return
   to standby.

Handsets can be registered with up to
4 bases.

# Help

Most problems are caused by the telephone and mains power cables being incorrectly connected, not connected at all, or by the power being turned off.

If you are experiencing a problem with your BT Freelance XD 5100, check the following:

- the mains power supply is correctly connected at both the base and at any chargers and that the power is switched on at the wall socket.

- the telephone line cord is correctly connected and you are using the telephone line cord supplied.

- the handset batteries are installed correctly and charged.

### No display

- Check that the batteries are correctly inserted into the handset and fully charged.

- Check that the handset is switched on. Press and hold ●R.

### No dial tone

- Check that the telephone line cord is properly connected and the line cord in use is the one supplied with the product.

- Another handset may be using the line. Wait for the other handset to hang up.

**Customer Helpline**
If you experience any difficulties please call the BT Freelance Helpline on 0870 605 8047 or email bt.helpdesk@suncorptech.com

**For your records**
Date of purchase:

Place of purchase:

Serial number:

For guarantee purposes proof of purchase is required so please keep your receipt.

**Enter your phone's base PIN code here:**

[    /    /    /    ]

For more information on your PIN code, see page 34.

### 📶 icon flashing

• Handset is out of range. Move closer to the base.

• Check the mains power is connected and switched on.

• Handset not registered to the base. To register a handset, see page 36.

#### Base or handset does not ring

• Check that the ringer volume has not been set too low or Off, see page 28 and 33.

#### Keypad does not seem to work

• Check that the keypad lock is not on, see page 19.

• Try removing the batteries and putting them back again.

#### Incoming caller's number is not displayed even though you have Caller Display

• Caller has to allow their number to be sent. It has been withheld or is unavailable.

# General information

**IMPORTANT**

This equipment is not designed for making emergency telephone calls when the power fails.

Alternative arrangements should be made for access to emergency services.

## Safety

**General**

- Only use the power supply suitable for the BT Freelance XD 5100 range. Using an unauthorised power supply will invalidate your guarantee and may damage the telephone.

- For the handset, use only AAA NiMH batteries with a minimum capacity of 550mAh.

- Never use other batteries or conventional alkaline batteries as this could lead to a short circuit or destroy the battery casing.

- Do not open the handset (except to replace the handset batteries). This could expose you to high voltages or other risks.

- Radio signal transmitted between the handset and base may cause interference to hearing aids.

- It is recommended that advice from a qualified expert be sought before using this product in the vicinity of emergency/intensive care medical equipment.

- It is recommended that if you have a pacemaker fitted you check with a medical expert before using this product.

- Never dispose of batteries in a fire. There is a serious risk of explosion and/or the release of highly toxic chemicals.

**Cleaning**

- Simply clean the handset and base with a damp (not wet) cloth, or an anti-static wipe.

- Never use household polish as this will damage the product. Never use a dry cloth as this may cause a static shock.

**Environmental**

- Do not expose to direct sunlight.

- The product may become warm when the batteries are being recharged. This is normal.
We recommend that you do not place the product on antique/veneered wood to avoid damage.

- Do not stand your product on carpets or other surfaces which generate fibres or place it in locations preventing the free flow of air over its surfaces.

- Do not submerge any part of your product in water and do not use it in damp or humid conditions, such as bathrooms.

- Do not expose your product to fire, explosive or other hazardous conditions.

- There is a slight chance your phone could be damaged by an electrical storm. We recommend that you unplug the power and telephone line cord during an electrical storm.

## Product disposal instructions

The symbol shown here and on the product means that the product is classed as Electrical or Electronic Equipment and should not be disposed with other household or commercial waste at the end of its working life.

The Waste of Electrical and Electronic Equipment (WEEE) Directive (2002/96/EC) has been put in place to recycle products using best available recovery and recycling techniques to minimise the impact on the environment, treat any hazardous substances and avoid the increasing landfill.

**Product disposal instructions for residential users**

When you have no further use for it, please remove any batteries and dispose of them and the product as per your local authority's recycling processes.

For more information please contact your local authority or the retailer where the product was purchased.

**Product disposal instructions for business users**

Business users should contact their suppliers and check the terms and conditions of the purchase contract and ensure that this product is not mixed with other commercial waste for disposal.

## Connecting to a switchboard

This product is intended for use within the UK for connection to public switched telephone networks (PSTNs) and compatible private switchboards which support tone dialling and timed break recall. If in doubt please consult your network service provider.

This telephone may be connected to most types of switchboard, however in the event of any difficulties, consult your switchboard Service Provider.

**Dialling mode**

Your BT Freelance XD 5100 is set to Tone dialling. Some older switchboards may require Pulse dialling. To change the dialling mode, see 'Dial Mode', on page 34.

**Access code and entering a pause**

Some internal switchboards may require you to enter an access code (e.g. 9) to get an outside line. So that the switchboard has time to pick up an outside line before the rest of the number is dialled, you may need to add a pause in the dialling sequence.

For example: 9 P 0870 605 8047.

1. After the access code, press 🔘 to insert a pause before entering the telephone number. The display shows P.

**Recall**

You may need to use the recall function if you are connected to a switchboard/PBX (Private Branch Exchange), contact your PBX supplier for further information. The recall function is set to timed break recall and is also used for BT Calling Feature.

## Technical information

**How many telephones can you have?**

All items of equipment have a Ringer Equivalence Number (REN) which is used to calculate the number of items that may be connected to any one telephone line. The BT Freelance XD 5100 has a total REN of 1, i.e. for a base and up to 6 handsets. Any other instrument provided by BT may be assumed to have a REN of 1 unless stated otherwise.

A total REN of 4 is allowed per telephone line. (For example, if the BT Freelance XD5100 is used in conjunction with three extension telephones, each with a REN of 1, then the total = 4.)

**R&TTE**

This product is intended for use within the UK for connection to the public telephone network and compatible switchboards.

This equipment complies with the essential requirements for the Radio Equipment and Telecommunications Terminal Equipment Directive (1999/5/EC).

**Declaration of Conformance**

Hereby, Suncorp Technologies declares that this BT Freelance XD5100 is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

The Declaration of Conformance for the BT Freelance XD5100 is published on the website: http://www.suncorptech.com/bt

## Guarantee

Your BT Freelance XD 5100 is guaranteed for a period of 12 months from the date of purchase. Subject to the terms listed below, the guarantee will provide for the repair of, or at BT's or its agent's discretion the option to replace the BT Freelance XD 5100,or any component thereof, (other than batteries), which is identified as faulty or below standard, or as a result of inferior workmanship or materials. Products over 28 days old from the date of purchase may be replaced with a refurbished or repaired product.

**The conditions of this guarantee are:**

• The guarantee shall only apply to defects that occur within the 12 month guarantee period.

• Proof of purchase is required.

• The equipment is returned to BT or its agent as instructed.

• This guarantee does not cover any faults or defects caused by accidents, misuse, fair wear and tear, neglect, tampering with the equipment, or any attempt at adjustment or repair other than through approved agents.

• This guarantee does not affect your statutory rights.

**Within the 12 month guarantee period**

If you experience difficulty using the product, prior to returning your product, please read the 'Help' section beginning on page 39, or contact the BT Freelance XD 5100 Helpline for assistance on 0870 605 8047.

In the unlikely event of a defect occurring, please follow the Helpline's instructions for replacement or repair.

**Outside of the 12 month guarantee period:**

If your product needs repair after the guarantee period has ended, the repair must meet the approval requirements for connection to the telephone network. We recommend that you contact BT's approved repair agent, on 0870 240 5029 or a local qualified repairer.

# Never miss another voicemail message

## Take control with BT 1571 Text Alerts

**BT**
Bringing it all together

**If you're away from your home phone you need never miss another BT 1571 voicemail message again.**
Simply sign up for free to BT 1571 Text Alerts and we'll send a text message to your mobile phone as soon as you receive new BT 1571 voicemail. Then just call home and the message will be relayed to your mobile.
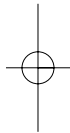
**Stay in contact wherever you are.**

It's free to sign up and text alerts are charged to the home phone number at standard rates. And remember, if you are on Option 2 or 3, this can be taken from your inclusive BT Text bundle.
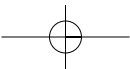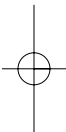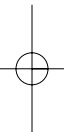
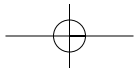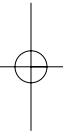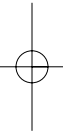## It's FREE to sign up. Simply call Freephone 0800 389 5660*

* BT will send a SMS message to your chosen mobile to confirm that we have carried out the instructions. Any valid UK mobile number can be nominated.

Please note that currently only one mobile can be linked to one mailbox. In order to retrieve messages remotely, you simply press the ✷ button during the greeting message. This service only works in the UK.

This service is only available if you already have a messaging mailbox. To order your FREE messaging mailbox, call BT on 1571.

## Offices worldwide